Alpha Hospitals - Healthcare Dashboard Report

# Objective

This Power BI dashboard is designed to help Alpha Hospitals gain insights into key healthcare metrics such as:  
- Diagnosis trends  
- Billing vs insurance amounts  
- Bed occupancy types  
- Patient feedback volume per doctor  
  
These insights aim to support better resource planning, patient care improvement, and cost-efficiency across hospital departments.

# Data Used

The report uses anonymized patient and hospital data from December 2022 to March 2024. Key columns include:  
- Patient ID, Admit/Discharge/Follow-up Dates  
- Diagnosis Type  
- Billing Amounts  
- Health Insurance Amount  
- Bed Type  
- Doctor Feedback Volume  
  
The source file data-export.csv provided user sessions and behavioral data from a hospital website. However, the dashboard visuals focus on hospital operational KPIs, likely from another integrated source.

# Dashboard Insights

## 1. Diagnosis Distribution

- Most frequent diagnosis: Viral Infection, followed by Flu and Malaria  
- Least frequent: Fracture, Pneumonia  
  
✅ Insight: Focus healthcare inventory and treatment strategies on high-frequency diagnoses.

## 2. Billing Amount vs Health Insurance

- Across all diagnoses, billing amounts are slightly higher than insurance coverage.  
- Largest gap is in Viral Infections (₹48M billed, ₹45M insured)  
  
✅ Insight: There's a potential out-of-pocket burden for patients. Hospital finance team can use this insight to negotiate better insurance rates.

## 3. Bed Occupancy

- Private beds have the highest occupancy (~4K), followed by General and ICU.  
  
✅ Insight: High private occupancy suggests demand for more premium services. Could guide future infrastructure decisions.

## 4. Doctor Feedback Volume

- Equal feedback volume (~1.02K) across doctors suggests high engagement or a uniform feedback request system.  
  
✅ Insight: Use detailed sentiment or rating-based analysis in future iterations to differentiate performance more clearly.

# Recommendations

1. Insurance Optimization - Work with insurance providers to reduce gaps between billed and insured amounts.  
2. Capacity Planning - Invest in Private Bed infrastructure, since it sees the most demand.  
3. Resource Allocation - Redirect resources toward high-frequency diagnoses like Viral Infection and Flu.  
4. Doctor Performance Analysis - Introduce sentiment-based feedback or rating scores in the next data collection phase to better analyze doctor performance.